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Division of Health Care Financing
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To: Electronic Case File (ECF) Handbook Users

From: Jim Jones, Director
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Re: **Electronic Case File (ECF) Release 06-02**

Release Date: April 28, 2006

Effective Date: April 28, 2006

EFFECTIVE DATE   The following process additions or changes are underline **04/28/06**, unless
                                     otherwise noted. **Bold text in the new process section denotes new
                                     text. Text with a strike through it in the old process section denotes
                                     deleted text.**

Changes

1.5, 1.6, 1.8 Viewing the ECF>   **New Process:**
ECF Document Lists

                                     Previously, only the current versions of certain documents were required to
                                     be scanned. The following change is required for MAQC reviewers to see
                                     the appropriate documents during a Medicaid Quality Control review.

                                     Start scanning the last 14 months worth of documents for any case with the
                                     following documents effective 04/28/06:

                                     Authorization of Representative forms, Spousal Allocation Statement,
                                     Funeral/Burial Information, all Asset Information, Sself-employment Income,
                                     Child Support Expense, Residence and Shelter/Utility Expense, Physician's
                                     Evaluation, Release of Information forms, TPL (third party liability) /Accident
                                     Reports.

                                     The document code lists in the handbook sections on the left have been
                                     updated with this information. Note that some documents still only need the
                                     current version scanned.

1.7 Viewing the ECF> ECF   **Old Process:**
Definitions   Non-Scanned Paper Docs To Be Retained For: After the initial "Backfile"
                                     conversion, these are the documents that should be gathered and kept in
                                     the ~~ECF~~.

                                     New Process:
                                     Non-Scanned Paper Docs To Be Retained For: After the initial "Backfile"
                                     conversion, these are the documents that should be gathered and kept in
                                     the **paper case file.**

1.8 Viewing the ECF> ECF   **New Process:**
Alphabetical Document Key   A typo was fixed. EFVH was changed to EVFH.

2.6.3.1 Ascent Capture/   **New Process:**

Scanning> Scanning Process> Why The Batch Classes Are Important

DHFS has purchased a volume license with the scanning software. If we exceed the limit of scanned images, we could be charged more. A separator sheet counts as 2 scanned images (front and back) and a one sided document counts as 2 scanned images instead of one (the blank back page is scanned and counted).

Single Page Documents
For this reason, when you are scanning documents, please separate out the single, one-sided documents from the multi-page or duplex documents. When you scan the single page documents, choose the "ECF Single Page Documents" batch class from the drop down list box in the Scan Module of Ascent Capture. There is no need to use separator sheets for the ECF Single Page Documents Batch Class. The scanner should only scan the front side of each document.

Multi Page Documents
When you're ready to scan the multi page documents, from the Scan Module, change the batch class type to "ECF Multi Page Batch Class." Now you should use the separator sheets to separate out different types of documents. Note also that a single page document with information on the back is considered a multi page document.

Example: Case A has the following documents to be scanned:

- **a one page, one-sided shelter form**
- **a one page, one-sided handwritten note about a boyfriend moving in the household.**
- **four different one-page, one-sided check stubs for the primary person at the same job.**
- **a one-page, duplex (2 sided) lease**

The person scanning will separate out the documents into 2 classes:

1) Single page batch class documents: The shelter form and the note. No separator sheets are necessary.
2) Multi Page batch class documents: The check stubs go behind one separator sheet and the lease goes behind the other separator sheet. The check stubs all go together because they are for the same person on the same job. The lease is a duplex document.

Note: The check stubs are one-page and one-sided so they could be put in a single page batch class also. However, by putting them behind a separator sheet and using a multi page batch class, these images will appear together in the ECF viewer andit will be easier for the viewer to see that these all belong together.   If they're scanned as single page batch class documents, they will appear separately for the viewer and require more mouse clicking to see all the images.

2.6.3.1 Ascent Capture/ Scanning> Using the Flatbed Scanner

This section was moved to 2.6.3.2

2.9 Ascent Capture/ Scanning> Uploading Images

New Process:

WARNING: If the RSA doesn't synchronize for 3 days, you will receive an error message that states you must resynchronize or you will lose your scanning license. This will happen if you shut down the PC for a long weekend or longer. It can also happen if you shut down the RSA for 3 or more days instead of minimizing the window and you leave the

PC running. To get rid of the error, double click the RSA icon in the system tray (see below) and click on "Synchronize Now."

2.12 Ascent Capture/ Scanning> 2.12 Processing Rejected Items	**New Process:** This section on rejected items was re-written to include troubleshooting steps for when scanned documents are rejected.
3.4 Technical Documentation> ECF Rollout Schedule	**New Process:** This section was renamed "ECF Data." The information here was deleted and a link to a new webpage with this information was added.
3.7 Technical Documentation> Known Problems	**New Process:** **3) Scan station PCs with Windows 2000 need to have the Service Pack 4 patch installed. Previously, Service Pack 3 was acceptable. If your scan station PC is a Win2000 PC with SP3, go to to Microsoft's Win 2000 SP4 Site and install SP4.**
5.1 FAQs	**New Processes:**

A15   Q: Why are we using a SCSI card instead of the USB connection?

A: The SCSI card and the Kofax VRS (Virtual ReScan) software allow for faster scanning, document clean-up, blank page deletion, etc. While it's possible to use the USB port, we are not recommending it. Basically, the SCSI card works in conjunction with VRS.   That makes the scanning MUCH faster and it also allows you to scan colored paper and adjust image quality.   Using the SCSI card will GREATLY enhance your scanning efforts in both quality and performance of the scanners.

A16 Q: We have heard that the SCSI card is causing problems with installing the scanners. Is that true?

A: The problems some agencies experience while installing scanners is not related to the SCSI card. It's usually a firewall or proxy server issue. These are totally unrelated issues. We have found that when local IT staff are involved in the installation process to address security related topics, we typically do not have installation problems. When IT staff aren't available, we have experienced assorted problems that have led to lengthy installs as well as training being delayed or postponed.

B12 Q: How come I sometimes get red X's on my scanned documents in the Scan Module?

A: See section 2.12 Processing Rejected Items.

B13 Q: Who should I assign a joint asset document to? It's PIN specific but it really belongs to more than one person.

A: You can assign it to both people, but you'll have to scan it twice. For the first doc, assign it to the first person. After you scan it a second time, assign it to the second person. That way, if they ever move to separate AGs, the document will still be associated with both people.

B14 Q: Some of the application form booklets are too big to fit in our scanner. What are we supposed to do?

A: You may have to cut the pages out for now if you don't have a Fujitsu 5750 scanner. If you do have that model, you can scan the booklet sideways. Sometimes the booklets are perforated and tear apart easily. We're changing our print orders on all of these forms so that any pages that are to be scanned are perforated. It may take some time to get rid of the existing stock though.

B15 Q: I got an error message that says something about losing the scanning license when I tried to scan after a long weekend. How do I get rid of that?

A: See section 2.9 Uploading Images.